Executive Summary

Bengaluru Metropolitan Transport Corporation (BMTC), which started operations in 1997, was the only public transport service provider for urban, sub urban and rural areas of Bengaluru. It was one of the very few profit making state transport undertakings in India, until three years ago. More recently, with the completion of Phase I of Metro by Bangalore Metro Rail Corporation Limited (BMRCL), a new rapid mass transportation system is now available for Bengaluru.

The complete Phase I (East–West and North–South corridors) of Metro started operations in 2017. With the introduction of this new mode of public transport, commuters have shifted from BMTC bus to Metro. BMTC has taken up several initiatives to reduce the impact of this shift by re-routing the existing bus services, introducing new feeder routes, extending operations beyond Metro reach and reducing the number of schedules.

However, BMTC would like to understand the full impact of the Metro on its operations, through a scientific study, towards which the Center for Study of Science, Technology and Policy (CSTEP) has carried out a detailed research.

For assessing the impact of Metro on BMTC ridership, CSTEP conducted a Metro passenger opinion survey at 12 select Metro stations. The study identified the commuter's reasons for shift from bus to Metro and also identified impacted routes. For the impacted routes identified, revenue and ridership analysis was carried out to understand the most impacted stretch along the identified routes.

The study revealed that 38% of the respondents shifted from BMTC to Metro. The majority of these commuters are in close proximity (< 2km) to the Metro station. The results indicate that the major reason for shift from BMTC to Metro is due to reduction in travel time and to avoid traffic congestion.

With the completion of Metro Phase I, and with current Metro Phase II construction, it is important for BMTC to reduce the number of schedules running parallel to Metro corridors. These buses could be redeployed in corridors which witness heavy demand for BMTC services, in BMTC underserved areas and in Metro influence areas as feeder services